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CC Docket NO. 98-67

From: Al Sonnenstrahl <sonny@pobox.com>  
To: <fccinfo@fcc.gov>  
Date: 8/27/02 3:13PM  
Subject: TRS Outreach Program

Dear FCC Commissioners

On behalf of Deaf Seniors of America, a national not-for-profit and consumer-oriented organization of deaf and hard-of-hearing senior citizens, I am requesting that the FCC issue an order to initiate a national outreach program thru the NECA Interstate TRS Funding Council to educate the public of telecommunications relay services.

NECA, at least three years ago, requested from the FCC guidance on allocation of funds which was available. To date, NECA received none.

As of today, the public continue to cause problems for TRS users by not being aware of the program itself. For example, quite a few deaf people took time to be at homes to receive deliveries or services that never arrived because the delivery and service people, unknowing of TRS, could not complete confirmation calls. The industry, in general, still do not have programs to accomodate TRS numbers to reach their hearing disabled customers thru TRS.

In closing, I trust that you will develop a plan by the time the NECA Interstate TRS Funding Council meets on October 3, 2002.

Sincerely,  
Alfred Sonnenstrahl  
DSA Representative  
10910 Brewer House Rd  
Rockville, MD 20852  
301-770-7555 TTY/Fax  
sonny@pobox.com

As a individual representing only myself, I am writing to ask you what has happened to the 711 Outreach Program? I suppose you are becoming aware of a few email messages asking about the 711 National Advertising or Outreach program these days? As you can attest, there continues to be concern over the lack of publicity for TRS and the method of reaching the service. Such a program can only help and raise awareness of the population to TRS.

Hopefully there is still plans to do that? When can we expect action on this issue? I understand that NECA will be meeting the first week of October and perhaps this would be a good issue to place on the agenda. I am more than willing to help and am happy to volunteer my services in whatever capacity you need to get this program launched. Do you need letters directed to certain individuals, companies, or organizations? Let me know what I can do to help.

Thank you.

Andrew Lange

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